

ONE STOP OPERATOR/FISCAL AGENT ISSUANCE 2001-08, Modification [12](#)

Deleted: [1](#)

DATE: [May 31, 2005](#)
TO: FEC Staff
FROM: Clyde McQueen, President/CEO
SUBJECT: Policies for Needs Based Payments, Support Services, and Retention [Funds](#) for Employment Support for Dislocated Workers and Adults

Deleted: [January 9, 2002](#)

EFFECTIVE DATE: [May 31, 2005](#)

Deleted: [January 9, 2002](#)

BACKGROUND: This issuance is based on the Workforce Investment, the final WIA Regulations issued August 11, 2000, and FEC policy. [This modification clarifies the following:](#)

- [Retention Funds for Employment Support](#) are support services.
- Support service payments will comply with DWD Memorandum dated September 16, 2004, which provides examples of allowable and disallowable expenditures.
- Support service payments may exceed \$150 if a letter of explanation is received from the employer indicating the need for work-related clothing or equipment, and if approved by the President/CEO and/or his designee.
- Core level clients will NOT receive support services.

ACTION: FEC staff and contractors should add this issuance to their Policy and Procedures Manuals. [This issuance replaces issuance 2001-08, Modification 11.](#) [The President/CEO or his designee must approve any deviations from this policy in regards to maximum amounts available.](#) Needs based payments, support services, and retention payments are subject to fund availability.

General Description: The need for needs based payments, support services, and retention payments for employment support should be documented each client's Individual Employment Plan, **and in Toolbox/E-Teams as a case note.** Funds **WILL NOT** be used to pay penalties, restitution, taxes, or bad debts.

The "Support Service Referral" form will be used to refer clients to other agencies, which provide support services needed, by clients.

I. NEEDS BASED PAYMENTS FOR CLIENTS IN CLASSROOM OCCUPATIONAL SKILL TRAINING

Needs based payments for transportation may be issued to clients residing in locations where access to public transportation is not available.

Determining the Needs Based Payment: Needs based payments are identified by the Career Development Executive based on interviews with the client conducted as part of assessment. If at the time of eligibility certification the client has *no family income* (e.g. wages, TANF benefits, UI benefits, etc.), s(he) is eligible for needs based payments. Needs based payments enable clients to successfully complete employment and training programs. Clients enrolled in a non-wage paying training (**classroom skill training**) are eligible to receive needs based payments. *Clients enrolled in internships or on-the-job training may receive needs-based payments until receipt of their first paycheck.* The maximum amount of needs based payments is \$5 per day.

- A. Transportation:** \$5.00 per day will be paid to clients for transportation costs which results in a maximum of \$25.00 per week. *Bus passes can be extended every 30 days up to 90 days with Manager's approval.*

Formatted: Indent: Left: 0",
Numbered + Level: 1 + Numbering
Style: A, B, C, ... + Start at: 1 +
Alignment: Left + Aligned at: 0.25'
+ Tab after: 0.5" + Indent at: 0.5
Tabs: 0.25", List tab + Not at 0.5"

Clients will not receive transportation assistance on days not scheduled to attend class or during school hiatus, i.e., Christmas Break or Spring Break, etc.). Clients enrolled in COT must submit a classroom attendance timesheet to the Career Development Executive bi-monthly on the designated days with both the client and the instructor's signatures. **Exception: Persons who receive Needs Based Payments are not eligible to receive a bus pass.**

When assessing the client's need for transportation assistance, the following questions should be asked, at a minimum, by the CDE:

1. Calculate the family income of the client's household, review SAR record in Toolbox or E-Teams, and determine if the client receives TANF, employment insurance payments, SSI, etc.
2. What is the client's mode of transportation? Can they benefit from obtaining a bus pass? *Individuals who receive bus passes are not eligible to receive transportation assistance. *The CDE and client should develop a transportation strategy plan prior to enrolling into classroom training.*
3. How many days per week is the client scheduled to attend training? *Transportation assistance will only be given for scheduled training days.*
4. After a determination has been made by the CDE as to which needs based payments the client selects (monthly bus pass or transportation assistance), the following steps should be taken:
 - Each client should receive a needs based payment and COT orientation, at least one week prior to the start of training
 - Discuss with the client the type of transportation assistance they will receive and the amount.
 - Give the client a Classroom Attendance Timesheet and an explanation on how it is to be completed and signatures needed

- Provide the client with a payment schedule and dates timesheets are due to the CDE
- Underscore that job placement assistance is available thru the One Stop Career and FEC
- Have the client sign the Needs Based Payment Checklist in agreement to the stipulations above

II. SUPPORT SERVICES

Support Services are defined as those services, which are necessary to enable an eligible client to participate in employment and training activities, and are available to WIA clients participating in employment and training activities or placed in employment. Support services may be provided to registered **dislocated worker clients at all three levels of WIA service: core, intensive, and training, and to adult clients at the intensive and training levels of service.**

Support service payments are limited to a maximum of \$150 exclusive of bus passes. (EXCEPTION: The \$150 maximum amount may be exceeded if the employer submits a letter outlining the need for employer-based clothing, tools, or equipment, and if approved by the FEC President/CEO and/or his designee).

The following support services may be provided to eligible clients, if approved. Unless funds for support services are included as part of the budget of a subcontractor, support services will be provided through FEC rather than through the subcontractor.

- **Work-related clothing, tools, and equipment:** Clients may request work-related clothing, tools, or equipment identified by an employer as necessary for the job.
- **Employment Related Testing:** Employment related testing may include physicals, TB tests, drug screens, or other tests required by employers.
- **Transportation:** A support service which is arranged or financed for clients to ensure mobility between home and the location of employment, training and/or other support service, or job search. Transportation services may be provided up to 30 days during the client's first month of subsidized/unsubsidized employment.

Bus passes may be issued to clients to attend training; during the first 30 days of employment and/or until receipt of first pay check; during job search, and or during other circumstances as approved by the Manager. ***Bus passes can be extended every 30 days up to 90 days with Manager's approval.***

- **Child Care:** A service or support which helps parent(s) meet their child care needs, and enhances the job retention of clients. Child care ranges from day care outside the home or in-house to after-school programs (outside the home or in-house). It usually includes supervision and shelter. FEC's child care policy includes the following requirements.

- FEC Career Development Executive (CDE) must complete the ***Supportive Services Request*** form to request child care assistance, and must specify the number of children

Formatted: Indent: Left: 0", Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at 0.5", Tabs: 0.25", List tab + Not at 0.5"

Formatted: Indent: Left: 0", Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at 0.5", Tabs: 0.25", List tab + Not at 0.5"

Formatted: Indent: Left: 0", Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at 0.5", Tabs: 0.25", List tab + Not at 0.5"

Formatted: Indent: Left: 0", Bulleted + Level: 1 + Aligned at: 0.25" + Tab after: 0.5" + Indent at 0.5", Tabs: 0.25", List tab + Not at 0.5"

being paid for, number of weeks, and the month for which payment is being requested. The client must show proof of legal guardianship, and the daycare vendor must submit an invoice (preferably on letterhead) and signed by the vendor/daycare provider representative, which lists the cost for the period the child/children will be in daycare. (The child care institution must be licensed by the State (Missouri or Kansas).

- Clients should take the “**Daycare Payment Supportive Service Request**” to the daycare provider/vendor. The vendor must provide their state provider ID number, and their federal tax ID number. If either of these numbers are not provided, the childcare provider cannot be used. The vendor must answer one of the two (yes/no) questions listed on the form. The estimated costs should be written on the form, the vendor representative’s name and signature, the name and signature of the FEC client; the signature of the FEC CDE. The FEC CDE must submit the form to the President or designee for approval.
- Subsidy of child care payments shall not exceed \$150, following a client’s placement in subsidized/unsubsidized employment. Please note that it is NOT essential that FEC pay for the entire amount of child care. FEC will only provide child care assistance to those clients when FSD resources have been exhausted. FEC/Contractor staff are required to check with FSD to verify whether or not the client is receiving childcare subsidy from the State. FSD must provide documentation to FEC staff.

• **Relocation or Out-of-Area Job Search:** A maximum of \$150 will be provided to *dislocated workers* for out-of-area job search costs and/or for relocation expenses, subject to fund availability. Relocation expenses will be paid if it is necessary for the client to relocate in order to accept a job outside of the Kansas City & Vicinity or East Jackson County Workforce Investment Area and/or the Kansas City Metropolitan Statistical Area (Cass, Clay, Platte, Ray and Jackson Counties in Missouri and Wyandotte, Johnson, and Leavenworth Counties in Kansas). Out-of-Area Job Search assistance will include on the transportation (mileage or air fare) to interview for jobs outside of the Kansas City & Vicinity or East Jackson County Workforce Investment area and/or Kansas City Metropolitan Statistical Area.

III. RETENTION FUNDS FOR EMPLOYMENT SUPPORT

1. Transition to Placement Funds: All dislocated worker clients and intensive and training-level adult clients who are placed in full-time unsubsidized employment (32 hours per week) are eligible to receive \$50 in transition to placement funds to facilitate their placement and retention in unsubsidized employment. Transition to Placement Funds are support service payments distributed to clients prior to receipt of their first paycheck to help them retain employment. Internship and on-the-job training clients are excluded from the policy since they receive wages while in training prior to their placement in unsubsidized employment.

2. Post Employment Support: *Dislocated Workers or intensive-level or training-level Adults* placed in unsubsidized placement will be eligible to receive the following post-employment support if they contact their CDE and attend a post-employment workshop each month for 3 months, and remain employed full-time (minimum 32 hours) with the same employer. Post Employment Support Funds are support service funds distributed to clients to help them retain employment.

The client may receive a maximum voucher amount of \$250 (the sum of the support), to be used to enhance the client's job retention. The voucher will be made payable to a vendor and may be utilized to stabilize housing, transportation, purchase work-related clothing, etc. The DWD memo dated September 16, 2004, provides guidance as to acceptable and unacceptable uses of work-related expenses. To be eligible for the post employment voucher, the client must contact and meet with the CDE prior to or by the scheduled follow-up date(s), which will be provided to the client at the *Exit Interview*. Clients may attend Post Employment workshops every Saturday from 10 AM to 11 AM. The class instructor will provide certificates to clients.

- 90 Days of Employment: \$250 voucher

IV. PROCESS FOR REQUESTING NEEDS BASED PAYMENTS, SUPPORT SERVICES, OR RETENTION FUNDS FOR EMPLOYMENT SUPPORT

- The "1 Ride Pass Agreement" or "Monthly Pass Agreement" must be completed for bus passes.
 - Client must sign the "Participant Guide to Request Support Services and Retention Payment form for Employment Support" (see attachment).
 - A "Support Services Request" form must be completed to request support services or Retention Funds for Employment Support (see attachment).
1. FEC staff/Contractor will document client information, program type and activity.
 2. FEC staff/Contractor will document vendor information where items are to be purchased and, in the center box, document quantity, description and cost of item(s) requested.
 3. A copy of the Toolbox tire documenting need must be attached to all supportive service requests and "1 Ride and Monthly Pass Agreements."

Wal-Mart has been selected as the designated vendor through a voucher agreement and should be utilized first, if possible, for clothing other than uniforms, shoes, approved work-related tools, etc. Clients will be issued a voucher made payable to Wal-Mart for a designated amount and which will expire in 30 days. Wal-Mart will bill FEC for the amount of purchase, and provide a description of goods purchased for each client. The clients will not be issued a receipt, so they may NOT return the merchandise for cash. Other vendors may be used as needed.

4. FEC staff/Contractor will describe, in detail, the need for the support service. A letter from the employer indicating the client's need for work-related items is to be attached to the support service requests for work-related clothing, tools, equipment, etc.

Exception: Work-related clothing that is not required by an employer, but necessary for employment, does not need to be accompanied by an employer letter.

5. When a vendor other than Wal-Mart is utilized and the purchase amount will exceed \$300. FEC staff must document the cost from three (3) vendors.

6. FEC Staff/Contractor must sign in designated area at bottom of form. Contractor will forward to assigned FEC CDE who will review, sign, and submit to management for approval.
7. The average processing time for a support service request is 5 working days; however, a maximum of 10 working days should be allowed for the processing of Support Service requests.
8. Checks will **NOT** be made payable to clients (***EXCEPTION: \$50.00 transition to placement payment***).
9. Their assigned FEC CDE will contact contractors when support service payments are completed and ready for distribution. FEC staff/Contractor will contact clients in regards to designated check pick-up times.
10. **Bus Passes:** The “1 Ride Pass Agreement” will be utilized for clients needing bus passes after mid-month (later than the 15th day of the month), and the “Monthly Pass Agreement” will be utilized for clients prior to mid-month. (See Attachments). The Transportation Coordinator maintains the “1 Ride Pass List” and the “Monthly Pass List”. The need for bus passes must be documented in Toolbox case notes or E-teams.